

Voices in Exile

Fitzherbert Centre, 36 Upper Bedford Street, Brighton BN2 1JP

DATA PROTECTION PRIVACY NOTICE FOR CLIENTS/SERVICE USERS

Voices in Exile is a registered charity, number 1130363. Our mission is to help asylum seekers, refugees and vulnerable migrants and we do this through the provision of immigration advice and assistance, generalist advice on welfare benefits, housing and homelessness, asylum support, children's and adult community care, foodbank and destitution service, mentoring support and group work and activities. We take your privacy seriously and we will deal with any personal information that you give us fairly, lawfully and transparently.

Please read this notice carefully and contact us with any questions or concerns you may have about our privacy practices.

What we need

In order to provide you with our services, we need some basic information such as your name, relationship to other people (for example, members of your family), contact information, financial information (for example, details of the benefits you receive) and details relating to your immigration status.

We may also need some sensitive information such as information relating to your race, ethnic origin, politics, religion, trade union membership, physical or mental health, genetics, biometrics (where used for ID purposes), sex life or sexual orientation.

We collect this information at the time you ask us for our services and during our relationship with you.

We understand that additional care may be needed when we collect and process the personal information of vulnerable people. In recognition of this, we observe good practice guidelines in our interactions with vulnerable people.

We collect information from other entities (for example the Home Office and other UK government agencies and entities, other charities, and overseas government agencies).

We collect information from entities from whom you have consented to us collecting information (for example in any consent you gave us when we first agreed to provide advice to you).

How we use your personal information

We use your personal information:

- To provide our services to you;
- To refer you to a specialist service or provider;

Enabling, advocating, accompanying & supporting those seeking asylum, refugees & those with no recourse to public funds

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OISC reference number: N201800021

- To monitor and improve our performance (for example by conducting internal reviews and by providing reports on our work to our funders);
- To procure funding and other support for you (for example by preparing and submitting grant requests to other charitable bodies);
- To fulfil our legal, regulatory and risk management obligations.

All the personal data we process is processed by our employees in the UK. For the purposes of IT hosting and maintenance, we have a UK-based server for back up.

What is the legal basis for our processing of your data?

The legal bases under which personal information is processed by Voices in Exile caseworkers are as follows:

- Consent: you have given us clear consent for us to process your personal data for a specific purpose.
- Where we are required to process or disclose personal information to comply with legal and regulatory obligations.
- Where we have a legitimate interest in that use. Our legitimate interests in the processing of personal data are the furtherance of our campaign goals and the charitable objectives of Voices in Exile.

How long we keep your personal information

Your personal information will be retained in accordance with our data retention policy, which categorises all the information held by us and specifies the appropriate retention period for each category of information. Those periods are based on the requirements of applicable data protection laws and the purpose for which the information is collected and used, taking into account legal and regulatory requirements to retain the information for a minimum period, limitation periods, good practice and our business purposes.

Although the period varies as set out above, in general we retain personal information for at least seven years from the date of our last contact with a person. This period reflects guidance from the Office of the Immigration Services Commissioner.

Who we share your personal information with

Your personal data will be treated as strictly confidential. We will only share your data with third parties outside Voices in Exile in accordance with your consent or to meet our legal and regulatory obligations.

Your rights and your personal data

You are entitled to request details of the information we hold about you and how we process it. You may also have a right in accordance with applicable data protection law to have it corrected or deleted, to restrict or object to the processing of that information and you may withdraw any consent you have given to us. You may also have the right to lodge a complaint in relation to our handling of your personal information with the Information Commissioner's Office.

If you object to the processing of your personal information, or if you have provided your consent to processing and you later choose to withdraw it, we will respect that choice in accordance with our legal obligations.

Your objection (or withdrawal of any previously given consent) could mean that you are unable to make use of the services we offer. Please note that even after you have chosen to withdraw your consent we may be able to continue to process your personal information to the extent required or otherwise permitted by law, in particular in connection with exercising and defending our legal rights or meeting our legal and regulatory obligations.

If you wish to exercise any of the rights set out in this notice, please email administrator@voicesinexile.org.

